

## **CHAPTER 1**

### **ARTICLE 12 - TELEPHONES AND FACSIMILES**

*Revised September 13, 2002*

#### **12070.1 Policy**

State telephones and facsimile (Fax) machines shall be used for State business when they provide the most effective and economical means of communication.

#### **12070.2 Purpose**

This article outlines requirements for use of State telephones and Fax machines by California Department of Corrections (CDC) employees.

#### **12070.3 Telephone**

Use of State telephones shall be limited to conducting CDC business with exceptions for employee's personal calls provided, however, that such use of State phones shall not incur additional charges to, or interfere with the operation of the State and requires advance approval by an employee's supervisor.

#### **12070.4 Responsibility**

Headquarters' Administrative Services Division, Business Management Branch (BMB) is designated as the coordination point for telephone listings. BMB shall ensure that telephone directories are current.

#### **Communications Representatives**

Communications representatives at the facilities shall review and sign the Standard (STD) Form 20, Telecommunications Service Request, prior to submission to the Department of General Services (DGS) or service provider. For all other operations, BMB shall serve as the communications representative.

#### **Supervisors**

Supervisors shall inform employees of expectations and requirements regarding the use of State telephones and shall monitor the use of them. This includes, but is not limited to:

- Ensuring appropriate use of phones.
- Determining when permission may be granted for an employee to make a personal call on a State telephone.
- Reviewing toll calls made by employees under their supervision (checking for abuses), as requested by Accounting Office personnel, and if deemed appropriate, initiating necessary corrective action, including a recommendation for disciplinary action.
- Arranging for the collection of charges for personal calls made by employees.

#### **12070.5 Switchboard Placements and Coverage**

Facility switchboards shall be placed in the control room or other location affording protection from the inmate population. Employees assigned to a particular shift, other than regular business hours, and trained in the operation of the switchboard shall provide coverage of the switchboard. A separate telephone operator shall be provided during regular business hours.

#### **12070.6 Inmate Access to State Telephones**

Safeguards shall be implemented to ensure that inmates do not have access to State telephones with the capability of placing/receiving outside calls. These safeguards may include, but are not limited to:

- Locking rooms that contain telephones.
- Using locking devices on telephones.
- Unplugging telephones, and removing them from inmate accessed locations.
- Disconnecting telephone extensions from switchboards.

State maintained facility telephone lines, which have outside capabilities, and which are accessible to inmates (to include residences on facility grounds) shall pass through facility switchboards.

- Switchboard operators, shall ensure that a State employee is answering at a given location by requesting name identification.
- Inmates shall be required to answer a phone by saying, "inmate (name)."

#### **12070.7 Emergency Lines (Facility)**

Wardens residing on facility grounds shall be provided with private direct dial telephone systems for emergency use.

#### **12070.8 Emergency Lines (Camp)**

Based on the necessity for immediate availability of correctional employees in charge of camps, telephone service shall be provided to those camp lieutenants residing in State housing on the grounds. The cost of this telephone service shall be paid by the parent facility.

The employees shall pay any expenses of personal telephone calls made from their residences to the parent facility.

#### **12070.9 Private Telephone Lines**

Employees who live on facility/camp grounds shall make their own arrangements for personal telephone service directly with the telephone company. This service shall not pass through facility/camp switchboards.

At several facilities, there are residence phones that are tied to an inside-the-prison (nonpublic) telephone system. Existing systems shall continue to be used, but those systems shall not be expanded to include additional residences.

#### **12070.10 Modification**

Facilities primarily own and operate their own telephone systems; however, some facilities may contract for certain telephone-related services through local telephone companies. Any major modifications affecting the services rendered by telephone companies shall be submitted to the Telecommunications Division, DGS, through the facility business manager. Modifications to CDC owned systems are not subject to the above.

#### **12070.11 Telephone Credit Cards**

Telephone credit cards shall be issued to supervisors and managers and used in lieu of third party or collect telephone calls when possible.

Telephone credit cards shall not be issued to staff except on a "need" basis with approval of the employee's Branch Chief (headquarters employee's) or facility business manager (for facility employees). Facilities shall obtain credit cards from their local telephone companies.

Parole field agents, based upon the nature of their duties, shall be issued credit cards upon the approval of their unit supervisor.

#### **12070.12 Telephone Listings**

The headquarters' telephone directory shall be updated on a regular basis by BMB.

Off site headquarters' buildings, facilities, and parole offices shall maintain separate telephone/employee information rosters. All changes, additions, or deletions shall be updated and retained locally.

All revisions to State directories shall be directed to the BMB via respective division heads (or designees) for approval and transmittal to the Telecommunications Division, DGS, or the telephone company concerned.

The Telecommunications Division, DGS submits periodic revisions to the CDC telephone listing coordinator for current updates of State telephone directories. Changes shall be forwarded to the facility or division's communications representative for review, and returned to BMB with appropriate changes.

#### **12070.13 Personal Use of Telephone**

When economically feasible for the local telephone company, pay telephones shall be made available for use by State employees and other persons who may need to make a personal call from CDC facilities.

Personal long distance calls shall not be made from State telephones unless:

- An employee's supervisor has authorized the call.
- Arrangements have been made for the call to be either:
  - Billed to the caller's home telephone.
  - Placed collect.

Personal calls, with the exception of emergency calls, shall be made during breaks or lunch periods.

Personal long distance calls, with or without use of a telephone credit card issued by CDC shall not be made. If an emergency situation requires a personal long distance call that results in costs to the State, the caller shall reimburse the State for the cost of the long distance call.

Due to the per call expenses for cellular, portable, and/or mobile telephones, these telephones shall not be used for personal calls except for emergency situations where no other alternatives are available. The employee must reimburse the State for any cost related to the emergency call. If it is necessary for an employee to use his/her personal cellular telephone for State business the employee can be reimbursed by submitting a travel claim.

#### **12070.14 Privacy of Authorized Calls**

Authorized personal phone calls by an employee shall not be monitored or recorded.

The wiretapping or monitoring of authorized/unauthorized personal calls, confidential or not, by CDC employees over CDC or State telephone systems is prohibited except as authorized by an order of a court having jurisdiction over the institution, facility, or office, and obtained under Penal Code (PC) Section 629.50 et seq., or as authorized under PC 633. These exceptions apply only to the investigation of cases involving criminal conduct by employees and/or inmates. In all cases where CDC investigators request court orders under PC 629.50 et seq., or through local law enforcement involvement under PC 633, the Assistant Director, Law Enforcement and Investigations Unit will first be notified.

Wiretapping or monitoring of employee telephone calls in cases involving administrative violations is prohibited.

#### **12070.15 Telephone Etiquette**

When answering the telephone, certain rules of etiquette shall prevail as follows:

- Arrangements shall be made for staff to answer the telephone at all times during working hours (Monday – Friday, 8:00 a.m. – 5:00 p.m.).
- Staff answering the telephone shall clearly identify themselves and the office in which they are working. Staff shall be courteous and tactful.
- If staff cannot assist the caller they shall refer the caller to a knowledgeable source.
- Supervisors and/or staff shall keep employees who answer their telephones informed as to their whereabouts and/or approximate time of return.
- If the supervisors and/or staff requested are unavailable, the caller shall be asked if they wish to leave a message, or be transferred to the employee's voice mail (if appropriate).
- Telephone messages shall be accurately recorded on STD Form 7, Message Transmittal.
- If supervisors or their staff want to know who is calling prior to accepting a call, the employee answering the phone shall ask who is calling in a polite manner.
- If it is necessary to place a caller on hold, let the caller know that this is being done. The caller should not be kept on hold for an extensive length of time. Check with the caller periodically to assure the caller that they have not been forgotten.

Office and facility directions should contain instructions for placing long distance calls, conference calls, and other services, depending upon the system used.

#### **12070.16 Transfer of Calls**

If a party is calling from an outside number, the call may be transferred. Before transferring a call, the calling party should be informed of the number to which the call is being transferred in the event of disconnection.

#### **12070.17 Facsimile**

Numerous Fax machines are located throughout CDC for transmitting urgent information between field locations and headquarters. These include, but are not limited to:

- Transmissions of all serious Incident Reports.
- Sending and responding to requests for emergency/urgent information needed by headquarters and/or facilities.
- Economic transmission of information.

#### **General Information**

Because of the nature of operations, the use of Signature stamps by officials and employees in the performance of official duties is prohibited in all facilities of CDC, when transmitting via Fax. In order to reduce multiple signing requirements on the part of key personnel, assistants may be extended the authority to sign in their behalf.

Regional parole offices shall transmit emergency incident reports and other urgent information to the Fax machine located in the Parole & Community Services Division, headquarters.

Incident reports received by the Institution Divisions, Identification and Warrants Unit shall be delivered to the appropriate employees.

The Fax machines shall not be used as a substitute for the mail system, unless economically feasible. Monthly reports, operational procedures, and general informational items shall not be transmitted unless specifically requested by a Deputy Director or Assistant Deputy Director.

- Facilities: Fax machines shall be housed in a secure area, accessible only to staff.
- Regional parole offices and field offices: Fax machines in these locations shall be housed in a secure area, accessible only to staff.

As with telephones and other equipment, Fax machines are to be used for official CDC business only.

#### **12070.18 Revisions**

The Deputy Director, Administrative Services Division, or designee shall be responsible for ensuring that the contents of this article are kept current and accurate.

#### **12070.19 References**

State Administrative Manual, Chapter 4500.

PC §§ 629.50 et seq., and § 633.